

Appln. No. 09/991,096
Amendment dated November 14, 2005
Reply to Office Action mailed August 12, 2005

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims (deleted text being struck through and added text being underlined):

1 1. (Currently Amended) A system for remotely determining a
2 user's out-of-box experience with a personal computer, comprising:
3 a user ~~information handling system~~ personal computer configured to
4 detect and upload data characterizing the user's interaction with the user
5 ~~information handling system~~ personal computer during an initial setup of
6 the user ~~information handling system~~ personal computer;
7 a network suitable for communicating uploaded data, wherein the
8 network is connected to the user ~~information handling system~~ personal
9 computer; and

10 a remote information handling system connected to the network,
11 wherein the remote information handling system is suitable for receiving
12 uploaded data from the user ~~information handling system~~ personal
13 computer.

1 2. (Currently Amended) The system of claim 1, wherein the user
2 ~~information handling system~~ personal computer is capable of
3 automatically uploading user interaction data.

1 3. (Currently Amended) The system of claim 1, wherein the user
2 ~~information handling system~~ personal computer is capable of offering an
3 opportunity to upload user interaction data.

1 4. (Currently Amended) The system of claim 1, wherein the remote
2 information handling system a capable of correlating the uploaded data
3 with the user ~~information handling system's~~ personal computer's pre-
4 loaded configuration [[[.]]] .

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1 5. (Previously Presented) The system of claim 10, wherein user
2 interaction data is at least one of an occurrence of an event, a time
3 interval between events, a user input "HELP" button utilization, a time
4 period to load a program, an accessed program's name, an installation of a
5 driver, a screen capture, a time period a dialog box is open.

1 6. (Currently Amended) The system of claim 1, wherein the user
2 ~~information handling system personal computer~~ detects user interaction
3 data as a background application.

1 7. (Previously Presented) The system of claim 10, wherein the
2 user's interactions are detected for at least one of an initial boot-up, a
3 specific number of boot operations, a time period, and after a program has
4 been started a specific number of times.

1 8. (Previously Presented) The system of claim 1, wherein the
2 network is an INTERNET.

1 9. (Currently Amended) The system of claim 1, wherein the user
2 ~~information handling system personal computer~~ is capable of surveying
3 the user.

1 10. (Currently Amended) A system for remotely determining a
2 user's out-of-box experience with a personal computer, comprising:
3 a user ~~information handling system personal computer~~ capable of
4 detecting and uploading data related to the user's out-of-box interaction
5 with the user ~~information handling system personal computer~~ during
6 initialization;
7 a network suitable for communicating uploaded data, wherein the
8 network is connected to the user ~~information handling system personal~~
9 computer; and

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10 a remote information handling system connected to the network,
11 wherein the remote information handling system is suitable for receiving
12 the unloaded data from the ~~information handling system~~ user personal
13 computer.

1 11. (Previously Presented) The system of claim 10, wherein the
2 network is an INTERNET.

1 12. (Currently Amended) A method for remotely determining a
2 user's out-of-box experience with a user ~~information handling system~~
3 personal computer, comprising:

4 providing the user ~~information handling system~~ personal computer
5 with the capability of detecting data related to the user's interactions with
6 the ~~information handling system~~ personal computer;
7 initializing the user ~~information handling system~~ personal computer
8 including user interaction detecting capability, by the user;
9 detecting, during the initializing by the user, data related to the
10 user's interactions with the ~~information handling system~~ personal
11 computer during initialization;
12 compiling the detected user interaction data;
13 uploading the user interaction data to a network;
14 communicating user interaction data to a remote information
15 handling system.

1 13. (Original) The method of claim 12, further comprising offering
2 an incentive to upload user interaction data.

1 14. (Original) The method of claim 12, wherein uploading user
2 interaction data is conducted automatically.

1 15. (Original) The method of claim 12, wherein uploading user
2 interaction data is initiated by the user.

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1 16. (Currently Amended) The method of claim 12, wherein
2 detecting the user's interactions with the ~~information handling system~~
3 user personal computer is conducted as a background operation.

1 17. (Original) The method of claim 12, wherein uploading
2 compiled user interaction data is conducted after at least one of an initial
3 boot-up, after a specific number of boot operations, and a time period.

1 18. (Original) The method of claim 12, further comprising
2 surveying the user about information regarding at least one of
3 demographic data and user opinion.

1 19. (Original) The method of claim 18, further comprising
2 correlating survey information with user interaction data.

1 20. (Currently Amended) A method, comprising:
2 detecting an initialization of a user when the user sets up a user
3 ~~information handling system~~ personal computer;
4 saving the initialization activity detected in said detecting step to a
5 file;
6 uploading the file to an originator of the user ~~information handling~~
7 ~~system~~ personal computer wherein the initialization activity of the user is
8 correlated by the originator.

1 21. (Currently Amended) A method as claimed in claim 20, further
2 comprising the step of correlating the initialization activity of the user,
3 determining whether a change in the initialization is needed, and, in the
4 event a change is needed, modifying an initialization process for new
5 ~~information handling systems~~ personal computers in response to the
6 analyzed initialization activity of the user.

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1 22. (Currently Amended) A software system for remotely detecting
2 a user's out-of-box experience for a personal computer, comprising:
3 a computer-readable medium containing;
4 a first software program capable of causing a user ~~information~~
5 ~~handling-system personal computer~~ to perform a function; and
6 a second software program capable of causing the user
7 ~~information-handling-system personal computer~~ to detect and
8 compile the user's initial interactions with the ~~information-handling~~
9 ~~system personal computer~~ performing the first software program;
10 wherein the second software program is a background
11 application; and
12 wherein the second software program is capable of causing the
13 user ~~information-handling-system personal computer~~ to upload the
14 compiled data to a remote information handling system.

1 23. (Currently Amended) An apparatus, comprising:
2 means for detecting an initialization activity of a user when the user
3 initializes ~~an information-handling-system~~ a personal computer;
4 means for saving the initialization activity detected by said
5 monitoring means to a file; and
6 means for uploading the file to an originator of the user ~~information~~
7 ~~handling-system personal computer~~ wherein the initialization activity of
8 the user is correlated by the originator.

1 24. (Original) An apparatus as claimed in claim 23 wherein the
2 originator correlates the initialization activity of the user so that a future
3 system can be configured in response to the correlated initialization
4 activity of the user.

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1 25. (Currently Amended) The system of claim 1, wherein the initial
2 setup of the user ~~information handling system~~ personal computer comprises
3 an initial boot-up of the user ~~information handling system~~ personal
4 computer and establishing the user ~~information handling system~~ personal
5 computer into an operating state by the user.

1 26. (Currently Amended) The system of claim 1, wherein the initial
2 setup of the user ~~information handling system~~ personal computer is limited
3 to an initial boot-up of the user ~~information handling system~~ personal
4 computer and establishing the user ~~information handling system~~ personal
5 computer into an operating state by the user.

1 27. (Previously Presented) The system of claim 1, wherein the data
2 related to the user's interaction includes a screen capture.

1 28. (Currently Amended) The system of claim 1, wherein the data
2 related to the user's interaction comprises data about a time period that a
3 dialog box is open during the initial setup of the user ~~information handling~~
4 ~~system~~ personal computer.

1 29. (Currently Amended) The system of claim 1, wherein the data
2 related to the user's interaction comprises data about a time period between
3 two designated events during the initial setup of the user ~~information~~
4 ~~handling system~~ personal computer.

1 30. (Currently Amended) The system of claim 1, wherein the data
2 related to the user's interaction comprises data about a utilization of a
3 "HELP" button during the initial setup of the user ~~information handling~~
4 ~~system~~ personal computer.

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1 31. (Currently Amended) The system of claim 1, wherein the data
2 related to the user's interaction comprises data about an error message
3 displayed during the initial setup of the user ~~information handling system~~
4 personal computer.

1 32. (Currently Amended) The method of claim 12, wherein
2 initializing the user ~~information handling system~~ personal computer
3 comprises making changes to the user ~~information handling system~~ personal
4 computer to conform to the user's specifications.

1 33. (Currently Amended) The method of claim 12, wherein the step
2 of uploading the user interaction data to the network is initiated after a
3 specific number of boot operations after an initial boot operation on the
4 user ~~information handling system~~ personal computer.

1 34. (Currently Amended) The method of claim 12, wherein the step
2 of uploading the user interaction data to the network is initiated after a
3 predetermined time period after an initial boot operation on the user
4 ~~information handling system~~ personal computer.